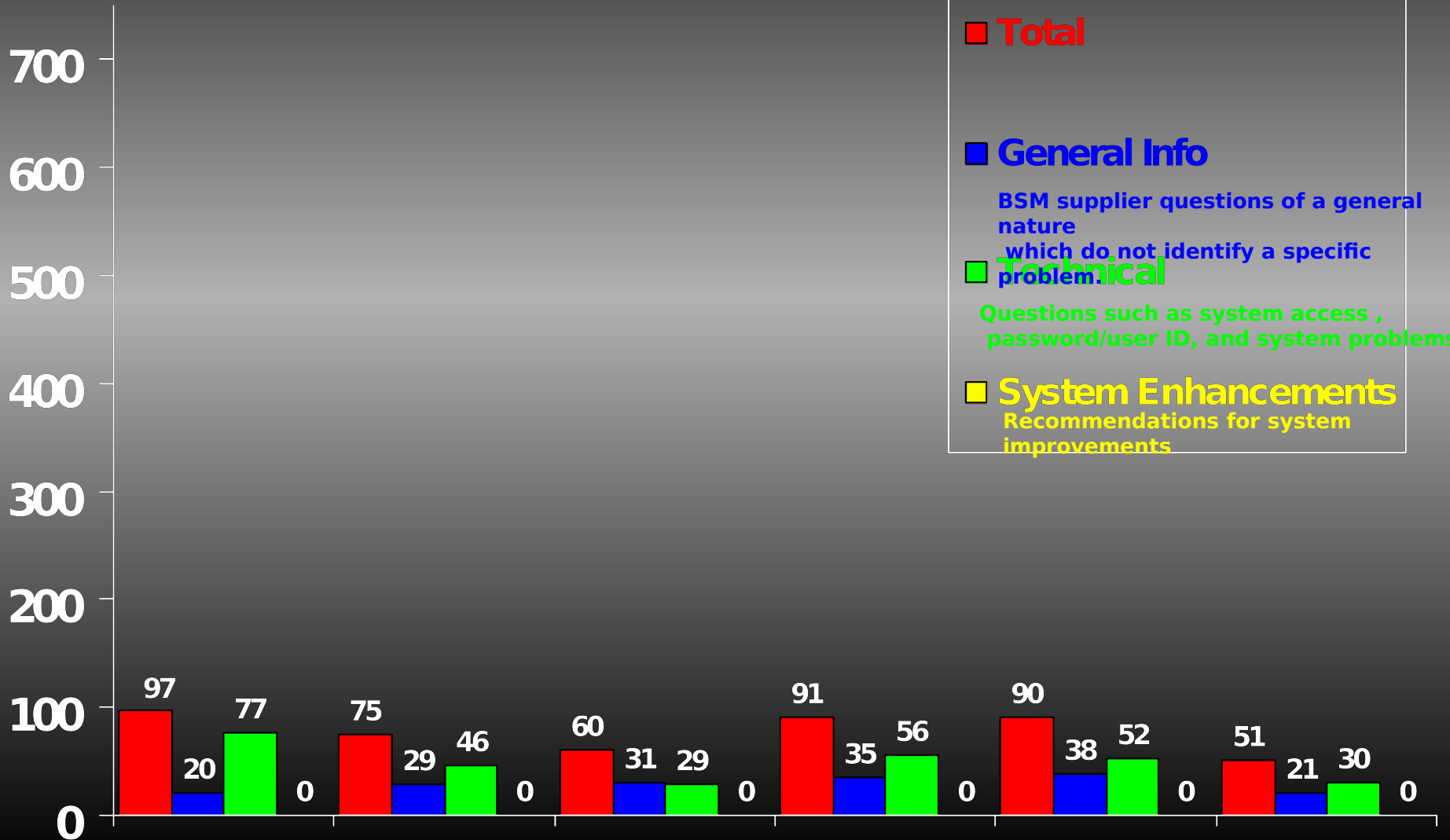




SRweb RELATED CONTACTS

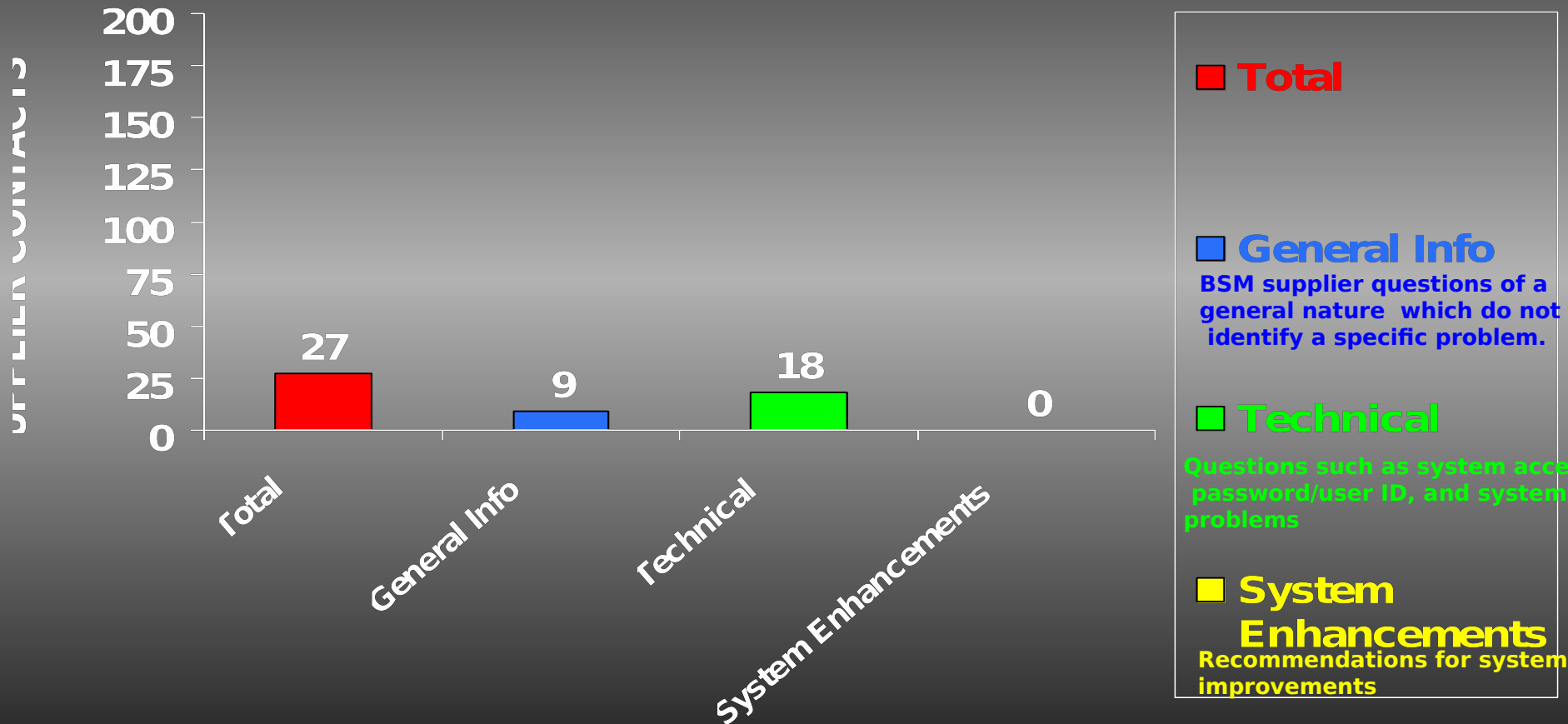
As of 15 Apr 04





SRweb RELATED CONTACTS

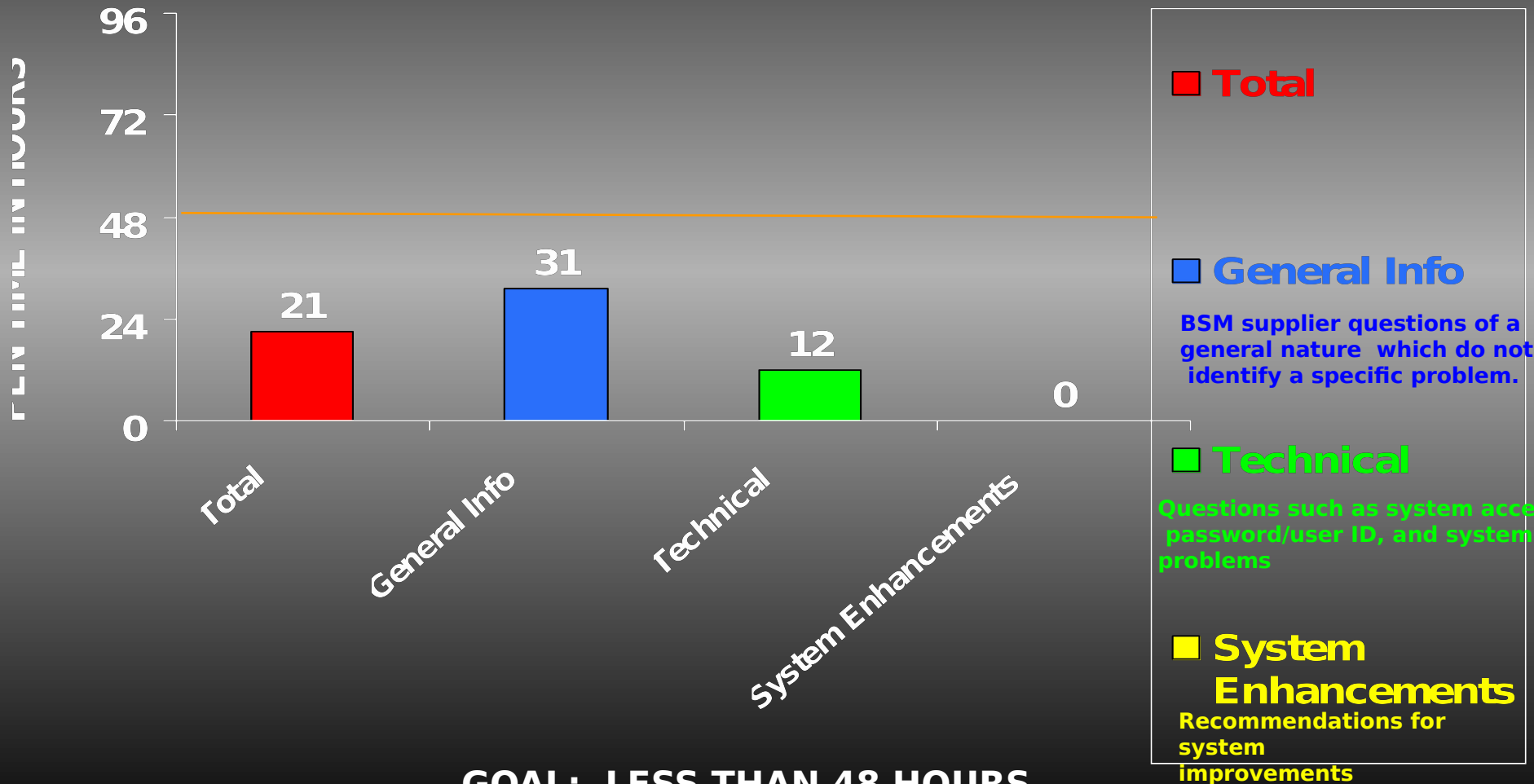
WEEK OF 9-15 Apr 04





SRweb ISSUES

Average Resolution Time
9-15 Apr 04

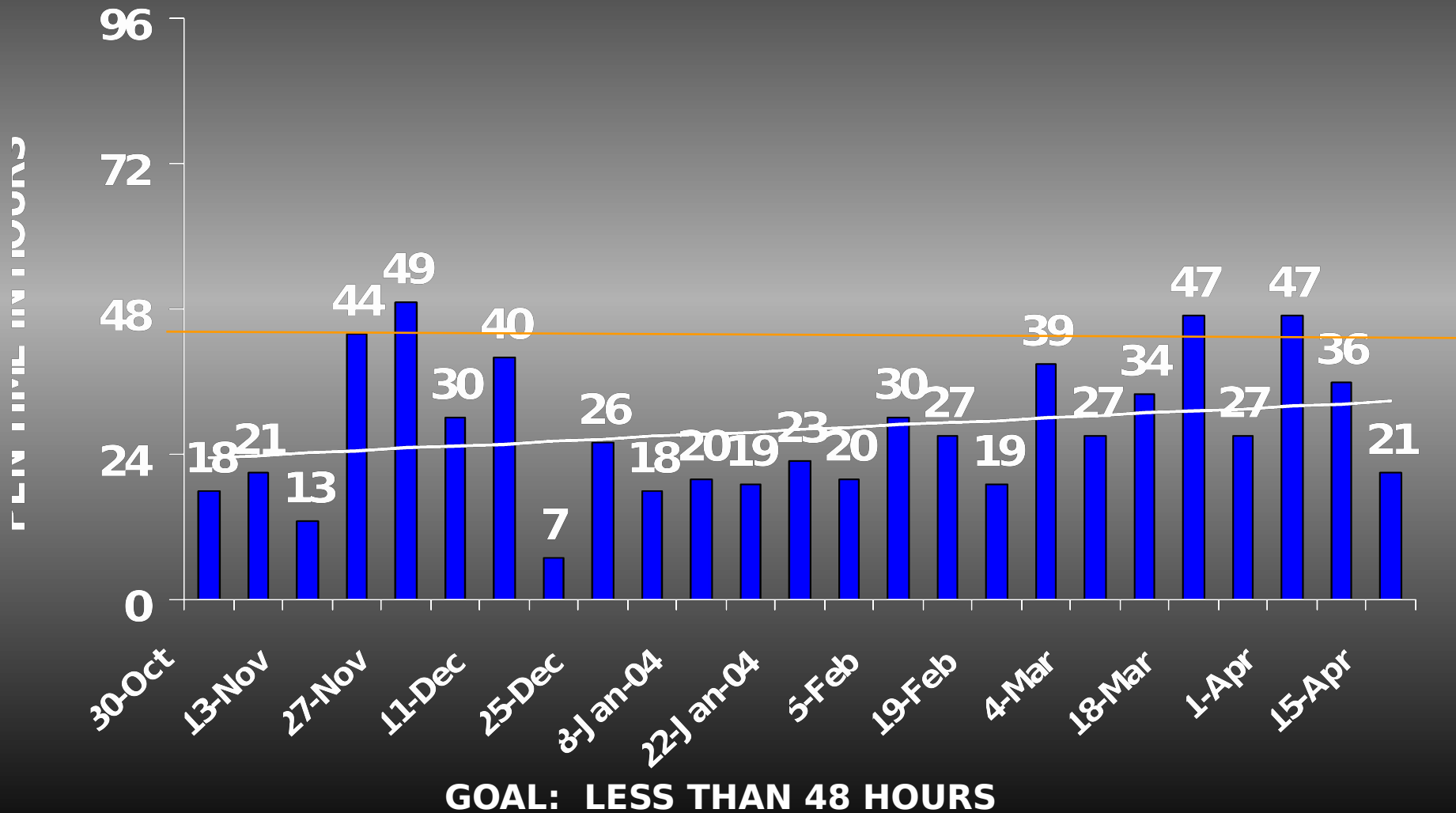


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)





AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 9-15 Apr 04

